



2022 Annual Surveillance Report

Surveillance Report Update



Agenda

Overview of 2022 Annual Surveillance Report
Review of Current Surveillance Technologies

1. BART Closed Circuit Television (CCTV)
2. BART Public Emergency Phone Tower
3. BART Mobile Applications & Related Modifications to BART.gov
4. BART Automated License Plate Recognition (ALPR)
5. BART Research Data Collection
6. BART Trip Verification Technology
7. BPD Axion Body Cameras

Ongoing Partnership with Privacy Advocates
Meeting All Ordinance and Policy requirements
Vote by BOD to request continued use of Surveillance Technologies

Surveillance Technology Review

- The review covers the time period 1 July 2021 through 30 June 2022 and includes all surveillance technologies approved by the Board.
- All the surveillance technology deployed at BART have the sole goal of improving public safety and security as well as enhancing the public's trust and their transportation experience at BART.
- BART continues a community based and collaborative approach with regards to policy development and implementation of surveillance technologies.
- This is reflected in the entire process of surveillance technology from the initial proposal through policy development, implementation and ongoing evaluation of each respective technology.

Closed Circuit Television (CCTV)

- CCTV provides critical information for Transportation and Operations Control Center (OCC) staff for managing transportation incidents. Information provided by CCTV systems reduce delays in revenue service by allowing OCC to avoid train-holds in situations that can be resolved remotely by having CCTV provide a clearer understanding of the situation.
- CCTV provides critical information for public safety and security and offers direct evidence for investigations of crimes. BART Police uses surveillance videos to solve crimes against persons and against District property. 3,562 requests for video evidence were processed by the BART Police Video Recovery Unit.
- BART Customer Service received 63 complaints on CCTV coverage and/or use in the BART system. There were 0 complaints received pertaining to privacy or civil liberties harm. The categories of complaints fell into insufficient CCTV coverage for graffiti and vandalism incidents, car burglaries, accidents, personnel and or cleanliness of stations or trains.
- The cost for 3,151 CCTV camera for maintenance and operations in Stations and Facilities was \$1,464,550. The cost for 4,823 CCTV maintenance and operations for train cars was \$284,483.

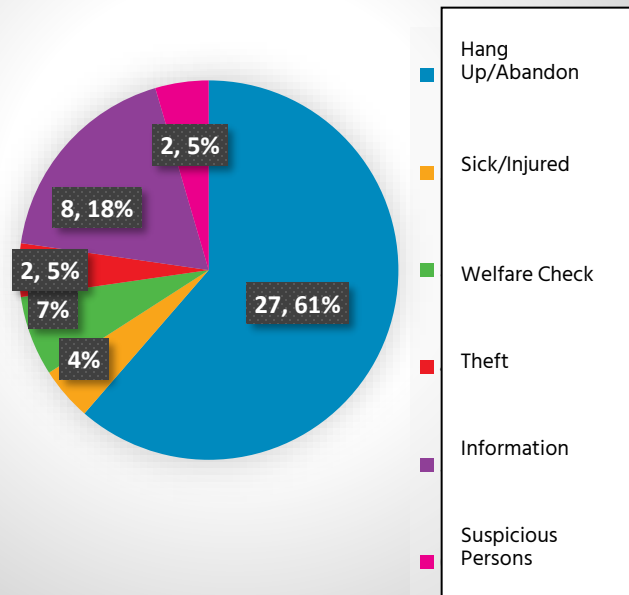
Public Emergency Phone Towers

- The Public Emergency Phone Towers are deployed at Coliseum. The Emergency Phone Towers provide a direct connection to the BART Police for BART Passengers and Employees to report emergencies or urgent unsafe conditions.
- Maintenance costs include 4-hours of labor every 30-days totaling approximately \$3,800.
- BART Customer Service reported 0 complaints received on the Phone Towers.

Phone Tower Call Breakdown

Hang Up/Call Abandoned	27
Unknown Nature	0
Accidental Dial	0
Sick/Injured Person	2
Welfare Check	3
Theft	2
Interfering with Rail Operations	0
Information	8
Suspicious Person	2
TOTAL	44

Coliseum Platform, Emergency Phone Tower Calls

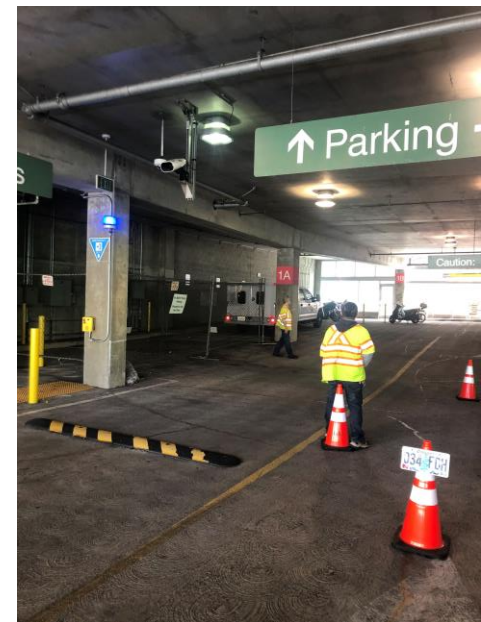


Mobile Applications and Related Modifications

- Mobile Apps, collectively referred to as “BART Applications” are used to handle financial transactions, fares, trip planning, parking, transit system analysis and demand management, providing and redeeming incentives, transit information and communication, and surveys.
- Ongoing maintenance and operational expenses related to this surveillance technology were \$381,219 for this year not including labor.
- BART Customer Service registered a total 4 complaints on BART Mobile Applications & Related Modifications to BART.gov related to privacy concerns. 3 complaints expressed concerns with being monitored because of the APP requested location information and 1 complaint expressed concern about credit card phishing attempt while using the app.
- There were additional customer notifications that reported problems with Application usage or functionality issues with the Trip Planner, Parking Application, the Official Application, and the Police BART Watch Applications. Most of the comments indicated incorrect scheduling and train time information, parking payment issues and or the application not functioning properly.

Automated License Plate Readers

- The existing fixed ALPR camera array at the McArthur garage was hit by a box truck on 31 December 2021 and stopped working. The ALPR camera was 8 years old and was no longer under warranty and was not replaced. Comparing the property crimes occurring in the Macarthur Parking Garage between 2021 and 2022, there were 28 incidents in 2021 and 57 incidents in 2022. While there is insufficient data to establish a causal link between the operational loss of ALPR Camera and property crime rates at this location, it is notable there was a significant increase in property crime in this garage.
- BART has not received any complaints with ALPR technology installed at MacArthur Parking Garage.
- There were \$0.00 costs associated with the current fixed ALPR. A new ALPR lease contract was approved in September 2022 for \$318,00. One mobile ALPR unit was installed in a CSO Vehicle in December 2022, and two fixed ALPR cameras were installed at MacArthur Garage in January 2023. Pilot testing of these systems is slated for February 2023 and will be included in the 2023 Surveillance Report.



Research Data Collection and Usage

BART conducted research for a variety of research and learning purposes to better support customers. This research helped identify reasons for change in ridership patterns, which became pronounced during COVID response and recovery.

- Provided market information and metrics to help inform the District on decisions related to strategic planning, budget priorities, station access and marketing strategy.
- Gathered insight into demand, usage of Transportation Network Companies (TNCs) and other emerging travel modes. It provided understanding on the impact on public transit usage during the response and recovery of Covid.
- Provided understanding of the effectiveness of marketing initiatives by analyzing riders' aggregate travel.

BART Customer Service reported 0 complaints received for the Data Collection and Usage for Research and Learning surveillance technology.

The costs included annual software license fee for approximately \$32,000.

Trip Verification Technology

- The Trip Verification Software (TVS) was initially developed to be used by BART staff and authorized service providers to provide the transit-riding public with new features and benefits. Handheld Trip Verification Devices (TVDs) were to be designed to scan Clipper Cards to grant access to selected transportation partners with the goal of increasing transit ridership. The initial goal of the technology was to be used to incentivize travelers to take public transit to the San Francisco International Airport (SFO).
- The project terminated the application prior to implementation due to the fiscal impact of COVID-19. There is no plan to implement this project in the future and it is formally being removed as a surveillance technology and will not be included in next year's Surveillance Report.
- There were no customer complaints and zero costs due to the program not being implemented.

BART Police Body Worn Cameras

- Body Worn Cameras (BWC) used by the BART Police Department seeks to continually increase the confidence of the public when interacting with BPD Staff. Specifically, this technology provides transparency of BART police officers and police representatives while interacting with the public. The BWC provides video and audio interaction between authorized police representatives and contacted members of the public. The BWC provides objective, unbiased video, and audio record of a contact and/or incident.
- Body Worn Cameras (BWC) also assist police oversight branches such as the Independent Police Auditor, Internal Affairs, District Attorney, and others as required by law.
- BART Customer Service reported 0 complaints received on Body Worn Cameras.
- BWC Camera is a subscription procurement with the initial investment cost of \$492,330.

Annual Review Showed Compliance Requirements

- ✓ The Annual Review showed compliance with the Surveillance Ordinance, Impact and Use Policies across the board for all Surveillance technologies.
- ✓ The review also showed compliance with Criminal Justice Information Services and California Law Enforcement Telecommunication System (CLETS) data protection standards.
- ✓ The review showed that BART requires that vendors and partners such as the NCRIC meet BART compliance requirements.

Technology Provides Transparency, Helps Our Customers, Provides Oversight and Maintains Community Trust

In review there are 7 approved Surveillance technologies, one has been discontinued which will leave 6 active Surveillance technologies.

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- There were no violations of the Surveillance Ordinance or Policies during the time frame.
 - The Ordinance and Policies are effective tools that provide guiderails for approved use and allow enhanced service to our customers in an open and transparent manner.
 - The Ordinance and Policies allow for continued engagement with privacy advocates and the communities we serve.

We recommend continued use of these 6 Surveillance technologies and ask for the Boards consideration in voting yes to continue their use.